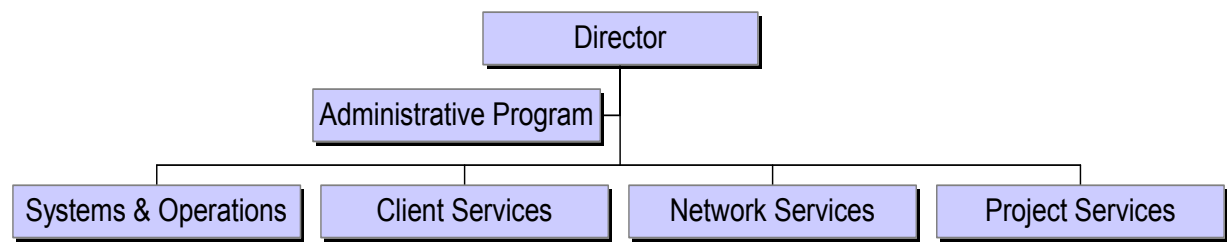


Information Systems



Description of the Service

Administration is responsible for Citywide information systems solutions and long-term strategic technology direction. This focus includes identifying specific opportunities for automation, assisting in defining requirements, releasing RFPs, evaluating proposals and selecting the best solutions to meet the City’s needs.

Systems and Operations is responsible for hardware and system support for all enterprise systems and computer hardware. Systems and Operations staff ensure that all jobs are scheduled, executed, and output delivered in a timely manner. In addition, the group provides Data Base Administration, Systems Administration, and Security Services to the City.

Client Services assists the users and operations with software and procedural enhancements, as well as provides solutions to technical problems. Assists other departments in planning, procuring, and integrating departmental servers, personal computers, printers and related components into the Citywide network.

Network Services is focused on the continued development of standards so that compatibility is achieved and data and resource sharing can be accomplished among departments.

Project Services provides enhancements and maintenance to existing application systems. Additionally, the program assists other departments in systems planning and integration. Project Services is also involved in maintaining and supporting the automated Citywide mapping for access by multiple departments for associated engineering and enterprise activities.

Information Systems

Mission Statement

The mission of the Information Technology Department is to provide current technologically viable information services and support to meet the unique needs of City departments and to provide assistance to customers in their applications of personal computing solutions to facilitate accomplishment of their duties and the goals of the City

Major 2003/04 Priorities

- Continue enhancing the City's website, both in presentation and content. Empower users to maintain their own web pages through a content management system. Allow for more services to be made available online.
- Ensure a highly available and secure network to support application systems and employee-productivity tools, including remote access to these applications.
- Develop a strategic plan for implementing an enterprise-wide GIS (Geographic Information System) and commence implementation of the system to include the migration of existing GIS data and applications into a more open and robust technical environment. Provide new ortho photos for use in GIS.
- Complete the implementation of the new CAD (Computer-Aided Dispatch) system.
- Implement the enhanced integrated Financial and Human-Resource Management systems.
- Continue with the upgrade of application systems, office-automation tools, and system software as vendors introduce new software releases and versions.
- Continue to improve I.S. customer-service levels by closely and consistently monitoring the logging and resolution of Help-Desk calls.
- Begin the implementation of the Work Order Management and Timekeeping Systems.
- Provide GIS support for new "General Plan, Zoning Ordinance, Subdivision Ordinance, Design Guidelines Updates".

Programs and Program Goals

FY 2003/04

Administration: To provide policy direction, leadership/vision, administration and fiscal management to enable the Department to achieve program objectives.

Systems & Operations: To provide a stable, responsive and secure computing environment for enterprise-wide systems through various computing systems and services for the City.

Client Services: To maintain and upgrade city computer equipment, software and systems to current vendor specifications, respond promptly to and correct problems reported through the City's helpdesk enabling employees to deliver services to their customers.

Network Services: To provide integrated planning and solutions to achieve data sharing among departments.

Project Services: To design, develop, implement and support stable, secure and reliable computer applications for City departments in order that they may use these tools to maximize their services to their customers. To provide integrated spatial analysis, mapping and spatial data coordination for city departments, their contractors and constituents to meet their GIS application and system integration requirements.

Information Systems

Recent Accomplishments

- Developed information-security policies, procedures, and standards to ensure that data sharing across the City's network is secure; implemented anti-spamming and anti-virus software for the users' and the network's protection.
- Developed a beta Intranet portal to facilitate sharing information across departments.
- Implemented Permits Plus in all departments involved in permitting; developed Web access to the application to allow customers to track the status of their permits application or cases.
- Provided business-records search capability through the City's website; designed/redesigned various websites - Riverside Film Commission, Youth Action, Planning, and the Airport.
- Installed the Artifacts Archiving System for the Museum and the Online Registration System for Parks & Rec.
- Developed a browser-based Meter Inventory System to facilitate the tracking of meter installs/status across various sections/locations within Public Utilities.
- Implemented an automated Monitoring System for the City's network devices, servers and services, providing email and pager notification to IT staff as certain pre-defined events occur and facilitating SLA reporting.
- Completed the hardware upgrade of the CAD/VAX system.
- Facilitated the selection of the consultant for the new CAD, as well as the CAD Needs Assessment and RFP Development.
- Prepared custom-developed reports to support decision-making and data analysis for the RPD.
- Implemented the enhanced HazMat and Inspection databases for the Fire department.
- Installed a DVD jukebox to facilitate storage of police document images.
- Completed a major upgrade to IFAS Financial/HR system, a necessary first step towards the implementation of IFAS 7i, the Web-based version of the system with workflow capabilities.
- Developed a GIS application to support the redistricting of the City's ward system; developed another GIS application to provide critical information on fire hydrants required by both Fire and Utility (Water) departments.
- Began the Ortho Photo project; new color photographs of 170 sq.mi. area have been taken and are now being processed by the vendor to produce the digital ortho photos.
- Integrated the award-winning Historic Resource database with map layers and made it available via the Web; the database won two more awards in addition to the first given by the California Preservation Foundation.
- Developed and distributed the RFP for the Work Order Management and Electronic Timekeeping systems.
- Completed a Disaster Recovery Assessment for the Power Resources facility.
- Gathered and documented IT requirements of all departments used as input to the development of the Strategic IT Plan.
- Trained/retrained IT technical support staff on Help Desk procedures; upgraded Magic, the Help Desk system.
- Installed and configured clustered servers that support critical applications at RPU (outside of Banner CIS).
- Continued to replace below-standard PCs in accordance with the Technology Refreshment Program.
- Began providing desktop support services to Public Works.
- Demonstrated a state-of-the-art Video Surveillance System for possible use in Operation Safe Parks.
- Created a shared-services delivery model for Help Desk and Customer Support allowing for cross-training and knowledge transfer among IT staff, thereby reducing single-point dependency.

Information Systems

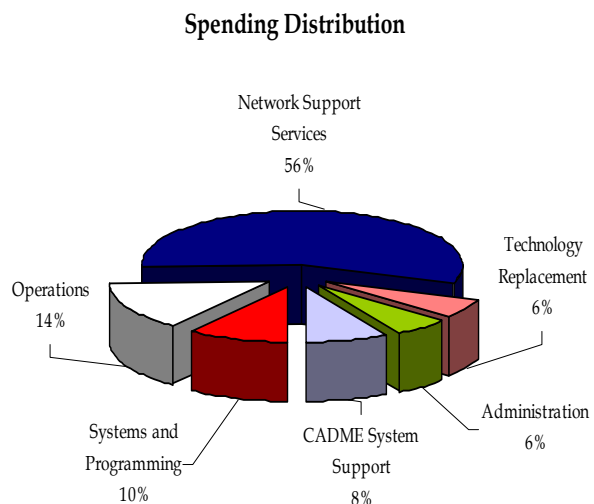
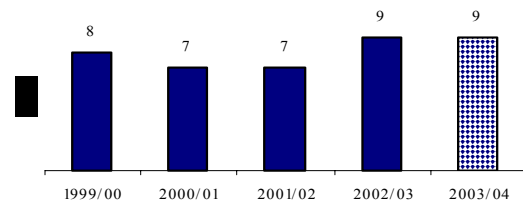
Department Summary

Budget Summary	Actual 2001/02	Budget 2002/03	Approved 2003/04	Change
Personnel Services	501,329	673,176	683,907	1.6%
Non-Personnel	5,554,808	5,676,411	6,757,444	19.0%
Special Projects	154,384	937,890	450,916	-51.9%
Equipment Outlay	720,078	926,077	478,027	-48.4%
<i>Direct Operating</i>	6,930,599	8,213,554	8,370,294	1.9%
Debt Service	0	0	0	---
Capital Outlay	0	0	0	---
Charge From Others	1,421,473	1,033,716	1,284,303	24.2%
<i>Gross Budget</i>	8,352,072	9,247,270	9,654,597	4.4%
Charge To Others	(8,568,120)	(9,247,270)	(9,654,597)	4.4%
Net Budget	(216,048)	0	0	---

Expenditure Summary (Gross Budget)

Administration	552,859	395,552	540,228	36.6%
CADME System Support	650,813	812,717	789,984	-2.8%
Systems and Programming	846,013	984,012	998,532	1.5%
Operations	1,362,006	1,541,033	1,375,752	-10.7%
Network Support Services	4,272,665	4,558,906	5,395,101	18.3%
Technology Replacement	667,716	955,050	555,000	-41.9%
Expenditure Total	8,352,072	9,247,270	9,654,597	4.4%

Personnel Summary	7.00	9.00	9.00	0.00
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Program Summary**Personnel Summary****Historical Budget Expenditures**